

**Executive Office of Administration and Finance**

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## **Bureau of State Office Buildings**



### **Policy Manual**

**John Billera, Superintendent**

**March, 2011**

## Message from the Superintendent

The mission of the Bureau of State Office Buildings (BSB) is to uphold the statutory duties of the Commonwealth of Massachusetts General Laws, Chapter 8. Further, it is the responsibility of the Bureau to provide a safe, secure workplace/visitor destination for both employees and customers ensuring that all users of Bureau facilities have a pleasant secure, safe and healthy environment. The Bureau will continue to efficiently maintain and manage State assets within budget, recognizing that they function as places of business, museums of art and history, and sites for public congregation.

There are seven buildings officially included in the domain of BSB four of which are located in the Government Center Complex in Boston: the State House, the John W. McCormack, the Charles F. Hurley and the Erich Lindemann buildings. Three other buildings are found elsewhere in the Commonwealth: the Springfield Office Building; the Pittsfield Office Building and the Allen Russell House (currently on the national historic register and unoccupied due to the need for renovations).

The Bureau is organized around several functional areas: Administration, Finance; Planning & Engineering; Security, Safety & Parking; Building Operations (including the State House); ADA Compliance; and Arts, and Events Planning.

Organizationally BSB includes approximately 40 fully and part-time staff persons including experts in facilities management, security, project planning & engineering, events

This latest policy document includes all updates and revisions up to 2008.

Respectfully,

John Billera,

Superintendent

March, 2011

## **BUREAU RESPONSIBILITIES**

Bureau responsibilities are outlined in Chapter 8 of the Massachusetts General Laws; a hyperlink to Chapter 8 appears in Appendix A.

## **GENERAL DEFINITIONS**

AGENCY - Any entity under the jurisdiction of an Executive Office or a Constitutional Office that occupies space in any of the buildings that are managed by the Bureau of State Office Buildings.

AGENCY LIAISON - The person designated by a department head to communicate with the Bureau on behalf of the Agency for maintenance requests, parking issues, Photo ID Access Cards, etc.

Senators and Representatives shall communicate with the Bureau through the persons designated by the Senate President and the Speaker of the House of Representatives.

BUREAU - The Bureau of State Office Buildings sometimes referred to as State Office Buildings or BSB.

CUSTOMERS - Elected officials, state employees, members of Boards and Commissions, visitors, function attendees, those having business with the Commonwealth and the general public.

HOURS OF OPERATION AND OFF-HOURS - Normal business hours are 8:00 A.M. to 7:00 P.M., Monday through Friday. Business hours for State House Event purposes are 9:00 A.M. to 5:00 P.M. During normal business hours, indoor space temperatures shall be at least 68° F during heating season and no more than 78° F during cooling season. Off-hours are between 6:00 P.M. and 8:00 A.M., all weekends, and holidays, during which periods indoor space temperatures shall be at least 60° F during the heating season and no more than 80° during the cooling season.

The normal hours of operation for *Building Lighting* are from 8:00 A.M. to 7:00 P.M. for buildings in the Government Center complex. Buildings outside of Boston are open based on the needs of the tenants.

The normal hours of operation for *Security* in the McCormack Building Lobby are 8:00 A.M. to 7:00 P.M. weekdays. McCormack Loading Dock hours are 6:00 A.M. until 4:00 P.M. weekdays. The State Police are available to respond to emergencies at the State House 24 hours per day, 7 days per week.

INCIDENT REPORT - A form generated by the Bureau of State Office Buildings to document all safety or security related incidents occurring in, or on, the grounds of any Bureau facility. Incident reports are available via the Bureau's website: [www.mass.gov/bsb](http://www.mass.gov/bsb)

STATE OFFICE BUILDING - A building under the control and responsibility of the Bureau of State Office Buildings. Included are the State House, the McCormack, Hurley and Lindemann Buildings in Boston, and the Pittsfield State Office Building, the Allen House, and the Liberty Street Building in Springfield.

SUPERINTENDENT - The Agency Head in charge of the Bureau of State Office Buildings.

## **SPECIFIC DEFINITIONS**

Activity Logs - Printed information recorded by the card readers installed at the entrance and exit of each Bureau-managed building entrance, turnstile, and parking facility. [BSB Policy 4-8]

Agency Chargeback for Bureau Services - A fee for certain Bureau services, administered by the Bureau of State Office Buildings Administrative Unit. Reimbursable services provided by the Bureau which the requesting Agency must be pay. The fee schedule was established by the Superintendent in January 2000 and is periodically reviewed and updated. [BSB Policy 7-1]

Ashburton Park - The park area outside the State House bounded by the State House Annex, Bowdoin Street, Mount Vernon Street and Derne Street. [BSB Policy 1-4]

Bulletin - Any printed material, poster, computer-generated paper or paper sign posted to publicize information. [BSB Policy 2-1]

Bureau Conference Rooms - The McCormack conference rooms are Rooms 1, 2, and 3 on the 21st floor. [BSB Policy 10-1]

Bureau Grounds (Exterior Spaces) – The property owned by the Commonwealth of Massachusetts which surrounds buildings managed by the Bureau of State Office Buildings.

Bureau Parking Administrator - The staff in the Bureau responsible for handling parking requests, assigning temporary parking spaces and resolving various parking issues. [BSB Policies 4-2, 4-4, 4-5, 4-7, 4-8]

Bureau Parking Facilities - All parking facilities owned by the Commonwealth of Massachusetts and managed by the Bureau. They include the State House Garage, the McCormack Garage, some spaces in the Saltonstall Garage, the Hurley/Lindemann Garage and the Merrimac Street parking lot. [BSB Policies 4-1, 4-2, 4-5, 4-6, 4-8]

Common Space - Any area within or around a Bureau facility that is not considered Office Space. This includes all lobbies, grounds, parking areas, stairwells, elevator banks, etc. [BSB Policies 1-1, 4-9, 19-1]

Community Team - Inmate workers from the Department of Corrections (DOC) and the Essex County Sheriff's Department whose services are used by the Bureau for general maintenance and grounds keeping under the supervision of the DOC and Essex County Sheriff's Department. [BSB Policy 8-1]

Contractor Work Permit - A five-part form that must be signed by the Superintendent before an agency may have materials delivered or work begun by an outside contractor. Contractor Work Permit Stipulations are available for review on the Bureau's website ([www.mass.gov/bsb](http://www.mass.gov/bsb)). [BSB Policy 6-1]

Emergency Response Plan - The emergency response plan established for each Bureau building. Copies of the Emergency Response Plans are available in each Building Manager's office and the Bureau's Administrative Offices. The plan is posted on the Bureau's website ([www.mass.gov/bsb](http://www.mass.gov/bsb)). [BSB Policies 14-1, 15-4]

Flag Code - Title 36, Chapter 10, Section 173-178 of the United States Code. The customs and traditions of the United States Flag have been codified for the purpose of establishing a common and accepted usage throughout the United States and its possessions. The Code specifies the proper treatment of the Flag and outlines situations in which the United States Flag should be flown at Half-staff on federal properties and jurisdictions. [BSB Policies 17-1, 17-2, 17-3]

Emergency Team Leader - Agency personnel trained to advise and direct fellow tenants during emergencies, evacuations, and drills. [BSB Policy 14-1]

Foreign Flag - Any flag or emblem of a foreign country. [BSB Policy 17-3]

Front Lawn - The lawn surrounding the front steps of the State House. [BSB Policy 1-4]

Front Sidewalk - The area on the north side of Beacon Street between the front gate and curb. [BSB Policy 1-4]

Front Steps - The area between the Main Gate and Doors 2 and 4 at the front of the State House. [BSB Policy 1-4]

Governmental Entities - State agencies under the executive branch, constitutional offices, legislative bodies, boards and commissions. [BSB Policy 1-2]

Half-staff - The flying of flags at a position half way between the ground and the top of the flag pole. Flying flags at half-staff is a traditional way of showing respect for the dead and sympathy for the survivors and/or the cause in which death occurred. [BSB Policy 17-1]

Handicapped Accessible Parking Space - Any space marked with an HP sign that is designated strictly for the use of persons with physical disabilities. [BSB Policies 4-1, 4-2, 4-6]

Illegal Parking Space - Any space within the facility that is marked with a "NO PARKING" or a "FIRE LANE" sign, and other area which is clearly hazardous. [BSB Policies 4-1, 4-2, 4-6]

Loading Dock Hours of Operation - The hours designated by the Superintendent of State Office Buildings during which vendors may deliver goods and or/services. [BSB Policy 5-1]

Loss - The theft of items from a vehicle that is parked in a Bureau parking facility or the theft of the vehicle itself. [BSB Policies 4-1, 4-5]

Lost and Found Center - The location where property lost in Bureau facilities can be claimed, and where property found can be deposited. The Lost and Found Center is located in the Bureau's Operations Office (Room 107, McCormack) and the DCR Ranger Station (Room 5, State House). [BSB Policy 18-1]

Lost Property - Any item of personal property that is found in any of the Government Center Bureau buildings. This includes clothing, jewelry, checks, credit cards and money. [BSB Policy 18-1]

Modification - Any work done to substantially replace or reconfigure office space. Any work that will require additional electrical or heating and cooling or will impact the air distribution systems in an office area. This includes changing carpets, moving portable wall partitions, etc. [BSB Policy 6-1]

Non Governmental Entities - Individuals, businesses, private groups and non-profit business corporations. [BSB Policy 1-2]

Office Space - The space in a Bureau facility that is set aside for agency use, staffed by state employees or others appointed by the Governor, and allocated by the Division of Capital Asset Management in conjunction with the Bureau. [BSB Policies 1-1, 4-9, 19-1]

Official Sponsor - A constitutional officer, secretariat head, senator, representative or agency head who agrees to be the sponsor for an entity holding a function in any State House Function Space during State House Regular Business and Non-Business Hours. [BSB Policy 1-2]

Parking Violation Notice - A Bureau notice placed on the windshield of a vehicle that is either illegally parked or is without a placard/hanging tag displayed on the dashboard. The notices serve as a courtesy warning; no fines are attached. [BSB Policy 4-2]

Photo ID Access Card - The photo ID card the Bureau issues to state employees that provides access to Bureau facilities. [BSB Policies 4-1, 4-8, 15-2, and 15-6]

Placard - A 5" x 8" card issued by the Bureau that is marked with the designated facility in which the vehicle is authorized to park, the corresponding access card number, and the number of a reserved space, where applicable. The Placard must be displayed on the driver's side of the dashboard while the vehicle is parked in the Bureau parking facility. [BSB Policies 4-1 and 4-2]

POW/MIA Flag - The name given to the National League of Families POW/MIA Flag. [BSB Policy 17-4]

**Rearview Mirror Parking Tags** - 3/4 " W X 2 "H, 2-Sided black or blue, with white, plastic tags issued by the Bureau marked with the corresponding access card number, and either the number of a reserved space or the agency code, whichever is applicable. Rearview Mirror Hanging Parking Tags must be in plain sight through the windshield, preferably attached to the rearview mirror, at all times while the vehicle is parked in the McCormack garage.

Recyclable Material - Materials used within the office environment that can be reused or reprocessed for future use. The Bureau's recycling contractor collects mixed paper, including

adding machine tape, catalogs and brochures, computer paper, envelopes, manila file folders, letterhead, bond paper, post-it notes, fax paper, newspaper, phone books, boxes, etc. [BSB Policy 12-1]

Regular Working Hours - Normal business hours are determined by the Bureau to be 8:00 A.M. to 6:00 P.M., Monday through Friday. During these hours it is the mechanical maintenance contractor's responsibility to adequately maintain the HVAC equipment to assure an indoor space temperature of 72° F with a range of plus or minus 2° F. Normally the temperature in any area of the building shall not fall below 68° F during occupied heating hours and above 78° F during occupied cooling hours. [BSB Policy 13-1]

Renovation - Any major work done to alter office space. This would include ceiling work, floor work, adding or removing walls, and any work that could disrupt the flow of ventilation, heating and cooling. [BSB Policy 6-1]

Service Charge - Charge for employee labor costs for Bureau personnel or contractors to oversee an event. [BSB Policy 1-2]

State House Business Hours - Monday to Friday, 8:00 A.M. to 6:00 P.M. [BSB Policy 1-2]

State House Function Space - All areas in the State House deemed suitable for supporting a function. Areas include the Great Hall, Nurses' Hall, the Grand Staircase and Gardner Auditorium. Memorial Hall and Doric Hall are available under specific circumstances when approved by the Superintendent. [BSB Policy 1-2]

State House Non-Business Hours - Weekdays, 6:00 P.M. -8:00 A.M, and Saturdays, Sundays and Holidays. [BSB Policy 1-2]

Temporary Visitor Parking - The limited number of spaces that the Bureau makes available for parking on a temporary basis. Visitor parking spaces are located in the Saltonstall Garage. Visitor parking is authorized by the Bureau via attaching a sticker to the regular garage entry ticket in lieu of payment of the normal parking fees. [BSB Policies 4-1, 4-4]

User Fee - A flat fee paid by function organizers to the State House Special Event Fund to compensate for wear and tear on the building, utility costs and other general operating expenses. [BSB Policy 1-2]

West Lawn - The lawn surrounding the West Wing of the State House. [BSB Policy 1-4]

Work Order System - A system for the timely completion of work by Bureau Staff. The Trades and Building Managers assigns Bureau Staff to electrical, carpentry, painting, cleaning, small furniture, picture arranging and masonry projects in accordance with priorities established by the Superintendent. [BSB Policy 7-1] In order to provide better service to our customers the Bureau has instituted CAMIS, an online work order request system, which the Bureau liaisons can access through our website. This system allows the Bureau to schedule and track work orders more effectively. All requests for work must be completed through the CAMIS system and not by telephone.

## **State House Functions/Use of State House Space**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to limit the use of Office Space and Common Space to its tenants and other state agencies. Solicitation, sales, charity, recruitment and distribution of information in Bureau facilities are prohibited unless approved by the Superintendent. [See BSB Policy 1-2 for the Use of State House Function Space]. Any group that wishes to use state office building space for other than work-related purposes must file a written request in advance with the respective building manager and receive written approval from the Superintendent.

It is the policy of the Bureau of State Office Buildings that events scheduled in the public spaces (interior or exterior) that are under the auspices of BSB be scheduled with the State House Events Coordinator at least 14 days but not more than a year in advance. Exceptions to this policy can only be approved by the Superintendent. All events must be officially sponsored by a member of the General Court (that is, a House or Senate member, a Constitutional Officer)

### **PROCEDURE**

Any state agency head or constitutional office may reserve function space for a constituent group. Private groups and other Non-Governmental Entities must obtain sponsorship from an Official Sponsor. Any party wishing to hold a function or event in the State House must request an application from the Office of the Superintendent. The State House Events Coordinator reviews and processes all applicants. Applicants will receive a copy of the Bureau's "Terms, Conditions and Policies for Functions" booklet and must agree in writing to adhere to the terms therein. Event/promotion businesses and function coordinators must identify their clients and obtain an appropriate signature of an officer of their corporate client on the application.

Daytime event applications must be completed with a floor plan and submitted to the State House Events Coordinator no less than two (2) weeks prior to the event date. After-hours event applications must be completed with a floor plan and submitted to the State House Events Coordinator no less than 30 days prior to the event date. Applications for events for more than 750 attendees will not be accepted. Upon approval of the application, The State House Events Coordinator will arrange an appointment to walk through the area with the applicant. Non-Governmental Entities will be required to enter into a written agreement indemnifying the Commonwealth against any claims for casualty liability.

### **ROOM CAPACITY**

Great Hall	Seats – 250 guests Standing – 400 guests
Grand Staircase	Seats – 100 guests Standing – 250 guests
Nurses' Hall	Seats – 50 guests Standing – 100 guests



## **CANCELLATIONS**

Cancellation of an event may occur under the following circumstances:

- The Superintendent may, at her/his discretion, postpone or cancel any function, if the security and safety of the State House, or its occupants or visitors may be compromised or conflict with any security measures in place. The Superintendent may, at her/his discretion, postpone or cancel an event, or alter the security requirements of an event, if the Department of Homeland Security raises the warning level of the Terrorist Threat Alert System.

### Security Regulations:

- Attendees of State House functions are required to enter and exit through set checkpoints staffed by security personnel.
- Attendees of State House functions must submit to security screening of themselves and personal affects.
- Attendees of after-hours functions are limited to the physical space for which the function is reserved. Attendees may not leave the designated function space unless exiting the facility. Attendees touring the facility or in otherwise restricted areas will be escorted from the facility.
- **No smoking** is allowed in state buildings. Attendees who leave the function for any purpose, including smoking will be subject to screening at the security checkpoint upon re-entry.
- Any attendee who purposely or inadvertently compromises the security or safety of the building or occupants will be removed from the function and subject to prosecution.
- Events are limited to the attendance level approved on the application. Events exceeding the registered attendance will be subject to an additional charge, which will be established at the discretion of the Superintendent. Under no circumstances will the maximum attendance limit be exceeded. Security personnel will be directed to bar further entrance when the maximum capacity is reached.
- Food can be served only in the Great Hall, Grand Staircase and Nurses' Hall, located on the second floor of the State House. If the event is held outside, food is allowed in the following areas:
- Neither ice sculptures nor balloons are allowed in any State House Function Space.
- Event signage is limited to easels; **signs cannot be taped to walls, doors or elevators.**

- Hand-held signs or signs on sticks are not allowed anywhere in the State House or on its grounds.
- Open flames are not allowed in the State House.
- Entrance through the front center stairs is strictly limited to official State events.
- The Landing atop the Grand Staircase is not State House Function space and may not be used for events under any circumstances.
- The use of Memorial Hall is strictly limited to Veterans groups and other state sponsored activities. No food or beverages are allowed in Memorial Hall.
- **Weddings, graduation parties, birthday parties or political activities of any kind are allowed not in the State House or on State House grounds.** Events having in excess of one hundred (100) attendees require additional security and cleaning staff. Fees may be charged to the user to cover the Bureau's extraordinary expenses. The Superintendent reserves the right to make the final decision to accept or deny any function application.

## **FEES**

A user fee has been established for the daytime use of State House function space. This fee includes the reservation of the physical space, Bureau staff to monitor and assist in the event set-up, breakdown and operation and an appropriate cleaning staff. The fee structure is as follows:

1-150 guests	\$1,800.00
151-450 guests	\$3,100.00
451-750 guests	\$4,650.00

A user fee has been established for the after-hour use of State House function space. All fees include the reservation of the physical space, Bureau staff to monitor and assist in event set-up, breakdown and operation, and an appropriate cleaning staff. The fee structure is as follows:

1-150 guests	\$3,800.00
151-450 guests	\$5,100.00
451-750 guests	\$6,600.00

All fees must be paid two (2) weeks prior to the event, with no exceptions. The Office of the Superintendent through the State House Events Coordinator may cancel any event not paid in full by the payment deadline. See the State House Event Packet for details on payment. The fee scheduled may be adjusted from time to time. Please check with the Events Coordinator to determine the most recent schedule.

## **AFTER HOURS EVENTS**

All after-hour events are subject to additional security personnel. Due to the varying types and circumstances of events, the exact number of additional security personnel and/or State Police Troopers will be determined on a case-by-case basis by the Ranger Captain and the State Police Lieutenant in consultation with the Bureau's Director of Security. Circumstances that may affect the number of security personnel assigned include, but are not limited to; size of the event, whether alcohol is served, any special security issues at the building and the local and national terrorist threat alert level.

Minimum-security requirements include sufficient security personnel to: screen all attendees; screen all deliveries and service personnel; secure the perimeter of the event location; patrol the event; and provide for necessary emergency and routine patrol response.

The cost for additional security is the responsibility of the private function coordinator and must be paid directly to the agencies providing the security services a minimum of 3 days prior to the event's scheduled date.

### **Exterior State House Space**

Ashburton Park - The park area outside the State House bounded by the State House Annex, Bowdoin Street, Mount Vernon Street and Derne Street.

Front Lawn - The lawn surrounding the Front Steps of the State House.

Front Sidewalk - The area on the north side of Beacon Street between the front gate and curb.

Front Steps - The area between the Main Gate and Doors 2 and 4 at the front of the State House.

West Lawn - The lawn surrounding the West Wing of the State House.

## **POLICY**

It is the policy of the Bureau of State Office Buildings to allow only official state functions within the exterior grounds of the State House. All official state functions must be arranged through the State House Events Coordinator at least seven days but not more than one year, in advance. Agencies requesting events in excess of 100 attendees may be responsible for security and cleaning fees charged back to the host agency.

## **PROCEDURE**

Any agency wishing to hold an official state event on the grounds of the State House must submit an application to the Superintendent's Office via the State House Events Coordinator. Applicants will receive a copy of the Bureau's "Terms, Conditions and Policies for Functions" booklet and must agree in writing to adhere to the terms therein.

## **RESTRICTIONS**

1. Only State Agencies or charitable foundations with a waiver from the Superintendent of the Bureau of State Office Buildings (such as e.g. MA Law Enforcement Memorial Foundation / MA Fire Fighter Memorial Foundation) are permitted to hold functions in Ashburton Park
2. Excess noise is prohibited. Music and/or amplified sound after 5:00 P.M. is prohibited
3. Parking within Ashburton Park is prohibited. Agencies requesting parking may make arrangements with the House and Senate Rules Committees for street parking

#### State House Front Sidewalk

No BSB or State House restrictions exist, as this area is under the jurisdiction of the City of Boston, Department of Transportation. A permit must be obtained by the City of Boston for any events or demonstrations. \*NO SIGNS on State House fence.

### **Bureau Ground and Exterior Spaces**

Bureau Grounds (Exterior Spaces) – The property owned by the Commonwealth of Massachusetts which surrounds buildings and is within the gates of the State House, the McCormack, the Hurley, the Lindemann, Springfield and Pittsfield Office Buildings

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to allow use of Bureau Grounds and exterior spaces to facilitate access to its buildings and to those agencies that are tenants in a manner consistent with the business of the Commonwealth and the safety of the public. It is also the policy of the Bureau to allow only official state functions on Bureau Grounds or exterior spaces.

Persons occupying or otherwise traversing Bureau Grounds are required to obey federal, state, and local law at all times. During hours of darkness, Bureau Grounds and exterior spaces are closed to the public except as necessary to enter or depart a Bureau facility in furtherance of official Commonwealth business.

Persons within the confines of Bureau Grounds must comply with any reasonable direction given by a police officer, any BSB employee or a DCR Park Ranger or contained in any notice posted by BSB. This includes the reasonable security search of bags and other belongings that may contain destructive weapons.

#### **PROCEDURE**

Any agency wishing to hold an official state event on Bureau Grounds must request an application from the Office of the Superintendent in State House Room 1. Applicants will receive a copy of the Bureau's *Terms, Conditions, and Policies for Functions*, booklet and must agree in writing to adhere to the terms which include payment of security, maintenance, cleaning and other costs associated with extended hours.

Agencies must submit a written request at least three business days in advance of the date.

## **RESTRICTIONS**

1. Only state agencies, or charitable foundations with the permission of the Superintendent, are permitted to hold functions on Bureau Grounds.
2. Only lawful conduct is permitted on Bureau Grounds. Disturbing the peace, littering, vandalism, canvassing or begging for alms, distributing printed matter, possession of intoxicating liquor or illegal drugs, and/or any violation of state, federal, or local statute will result in removal from Bureau Grounds and/or prosecution for violation of applicable law.
3. Excessive noise is prohibited on Bureau Grounds.
4. Persons on Bureau Grounds are prohibited from: occupying flower beds; climbing trees or bushes; and laying or standing on benches, balustrades, railings, seats, fencing, walls, cultivated grounds, or lawns except such lawn areas designated as sitting areas.
5. Firearms, destructive weapons, firecrackers or fireworks, fires, and any dangerous devices or practices are prohibited from Bureau Grounds or exterior space.
6. Use of vehicles of any sort (to include bicycles, scooters, skateboards, roller skates, and the like) is prohibited from Bureau Grounds. Exceptions shall be wheelchairs and baby strollers and like conveyances for the mobility impaired and small children.
7. Service animals under the control of their owners are permitted on Bureau Grounds. Dogs not on leashes or on leashes longer than eight feet and cats not under the control of their owners are prohibited from Bureau Grounds.
8. Political activities and commercial enterprises are prohibited on Bureau Grounds.
9. Any activities that impinge upon the ability of others to traverse or lawfully enjoy occupancy of Bureau Grounds are prohibited. This prohibition includes, but is not limited to: ball games, Frisbee playing, loud music, skiing and skating.

### **Access to Government Center Building Roofs**

## **POLICY**

It is the policy of the Bureau of State Office Buildings to strictly control access to roof areas, including any structures, balconies, chimneys, water towers, mechanical rooms or equipment, generators, or other equipment and/or utility areas located on, and/or accessible from the roof of a Bureau facility.

It is also the policy of the Bureau of State Office Buildings (BSB) to comply with all applicable federal and state legislation as well as the National Fire Protection Codes, Industrial Security Regulations, and Life Safety Codes concerned with roof access safety and existing security regulations and procedures.

### Specific policy components:

- Access to roofs is limited to essential, authorized personnel only.
- Supervisors and managers will follow established Bureau procedures to control all access to roof areas of Government Center buildings. Roof access will be permitted only in accordance with established safety and security procedures.
- Bureau building roofs are complex, sensitive, and potentially dangerous workspaces and cannot be used for any purpose other than the intended function of providing weatherproof covering for a structure. Neither roof access areas nor roofs will be used for storage.
- Roof access areas will be secured at all times. Security is essential for safety and protection of the roof system. Any roof access point found unsecured, or not securable, should be reported to BSB and/or the Control Center at 617-727-1000.
- All laws and regulations governing smoking on state property are in full force and effect at all times. This includes all BSB facilities' roofs and roof access points.

### **Guidelines for State House Special Event Fund**

The Special Event Fund was established in 1995 with the enactment of Massachusetts General Laws Chapter 10, section 35P. Also in 1995, Chapter 8 of the General Laws, which governs the operation of the Bureau of State Office Buildings, was amended to add section 9A. Both statutes authorize the Superintendent, after consultation with the Secretary of State, to expend up to \$200,000 from the fund for educational and cultural programs at the State House.

The following guidelines are used by the Superintendent in authorizing disbursements from the Special Event Fund.

Funds are used to cover certain expenses for:

- The actual production costs incurred by BSB associated with the specific events, specifically the cleaning, staffing and management costs.
  - Major annual State House events sponsored by the Bureau or executive branch offices, such as the annual Christmas Tree Lighting Ceremony, Menorah Lighting Ceremony, Governor's State of the State Address, inaugural ceremonies. Special events sponsored by the Governor's Office and Secretary of the Commonwealth's Office
  - Musical performances by school groups during the winter holiday season;
  - Replace damaged and obsolete equipment
1. The Bureau accepts suggestions from the State House community for other educational and cultural events that are of general interest and would draw a large audience. Proposals for possible performances at the State House sponsored by this Fund may be made to the Superintendent, and must be in writing. They may include:
    - Chamber concerts;
    - Lectures;

- Demonstrations of historical or scientific nature;
  - Seminars.
2. The Superintendent will approve funds for reimbursement for the following costs associated with special events:
    - Transportation, including bus rental;
    - Food to be served to guests or to performing groups;
    - Rental or purchase of equipment related to performances or media presentations, such as special audiovisual, sound, or lighting equipment.
  3. The Superintendent will authorize payment for a contribution to non-profit performing groups to help offset their operating expenses or expenses incurred to enhance public performances and events. These operating expenses may include the costs of rehearsal halls, piano tuning and the purchase of printed music and music stands, etc.
  4. The Bureau will not pay salaries or stipends for any group's staff expenses.
  5. All programs that encourage taxpayers and citizens from across the state to visit their State House and better understand its history and present day use as the Seat of Government will be considered on their merits for funding.

### **Posting of Posters/Notices**

#### **POLICY**

No posted material shall be affixed to walls, doors, or elevators. No political campaign materials shall be displayed or posted in Bureau facilities.

#### **PROCEDURE**

All posters/notices must be pre-approved by the Superintendent of State Office Buildings or his designee. If approved, posters/notices may be posted at a location determined by the Bureau. Failure to adhere to this procedure will result in the removal of posted material. The person who posts the poster/notice is required to remove it at the time it becomes obsolete.

When permanent signs are needed, the Bureau will install them. Agencies may install signs with Bureau consent, provided that they are consistent with other signs on the same floor and are ADA compliant.

### **The Approval and Hanging of Banners In Front Of the State House**

#### **POLICY**

This policy is an addendum to the BSB Policies and Procedures entitled Exterior State House space. The operational management of the exterior space shall be under the jurisdiction of the Bureau of State Office Buildings, (hereinafter "the Bureau"), subject to the approval of the Joint Committee on Rules of the House and Senate acting concurrently, (hereinafter the "Joint Committee.")

Requests from any organization, (herein after “organization”) seeking authorization to display banners from the third floor front porch of the State House will be reviewed and acted upon in a timely manner subject to the following parameters:

- Requests to display banners shall be submitted through the Governor’s office, the House of Representatives or the Senate.
- The request must be received at least five (5) business days in advance of the requested display date.
- Requests shall include a picture or representation of the banner.
- All requests shall be approved by the Joint Committee and said approval shall be communicated in writing under the signature of the Bureau to the organization filing said request.
- No banner approved by the Joint Committee shall reference state sponsorship nor may there be any reference to a “candidate” or “candidate committee” as those terms are defined in section 1 of chapter 55 of the General Laws.
- No banner approved by the Joint Committee may include any solicitations, advocacy for a particular issue or be “political in nature.”
- A banner may not be displayed longer than **one business week** (Monday-through-Friday); an extension of the time to display must be requested in writing, with a specific reason for the extension included, and approved by the Joint Committee.
- Upon approval by the Joint Committee of a request to display a banner, the organization approved to display said banner shall supply the banner, sufficient ropes and materials to support the banner while it is being displayed, and any other hardware and/or safety devices deemed necessary by the Bureau to support the banner while said banner is displayed. All banners shall have reinforced grommets at the top and bottom of the banner.
- All banners approved by the Joint Committee shall be 28’ long X 25’ wide and made of mesh material so as not to catch the wind and rip.
- Banners shall be retrieved within five (5) business days of being dismantled or they may be deemed abandoned and may be discarded by the Bureau.
- In case of inclement weather, the banner may be temporarily removed as a safety precaution.
- The organization shall be liable for any and all damage incurred by 3<sup>rd</sup> parties as a result of banner being displayed.



## **Smoking in State Office Buildings**

### **POLICY**

Effective August 25, 1997, the Bureau's Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L. Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance, which was the basis of previous Bureau Policy. Section 22 provides, in pertinent part:

*No person shall smoke in the state house or in any building owned by the commonwealth or in any space occupied by a state agency or department of the commonwealth which is located in another building, including any private office in any such building or space mentioned in this sentence, notwithstanding the provisions of the last paragraph. The provisions of the foregoing sentence shall not apply to residents or patients of state hospitals, the Soldiers' Home in Massachusetts, the Soldiers' Home in Holyoke and any substance abuse treatment center under the jurisdiction of the commonwealth.*

Lindemann Building - The smoking policy at the Lindemann building restricts staff who smoke to use the bus stop areas on the mezzanine of the building.

### **PROCEDURE**

Any person who observes a violation of this policy should report the violation to the agency head, cabinet officer or legislative chairman supervising the offending employee. The person observing the violations should also alert the Director of Security for all violations. Bureau staff members have an obligation to help identify the agency of an offending party and report or verify violations to the agency head.

## **Parking**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to allow only authorized personnel to park in Bureau Parking Facilities. The use of a Bureau-issued Photo ID Access Card shall be required for admittance into a Bureau Parking Facility, and a Bureau-issued Placard or Rearview Mirror Hanging Tag shall be clearly visible through the windshield of any vehicle so parked. Unauthorized vehicles parked in any Bureau Parking Facility will be removed at the owner's expense.

By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any Loss or Damage incurred while using Bureau parking facilities.

### **PROCEDURE**

Constitutional officers, cabinet secretaries, legislative leaders, independent agency heads and designated Agency Liaisons shall make any requests for parking to the Superintendent in writing. Such persons are responsible for assigning all parking spaces allocated to their agencies by the Bureau, determining the needs of employees with disabilities and meeting those needs through the agency's allocation.

It is the responsibility of the Agency Liaison to provide a vehicle registration number(s) for each person who is authorized to park in Bureau parking facilities.

No vehicle shall park in an Illegal Parking Space. No vehicle shall park in a Handicapped Accessible Parking Space without proper HP identification. Illegally parked vehicles are subject to tow and/or the loss of parking privileges.

A Placard or Rearview Mirror Hanging Tag must be clearly visible through the windshield while it is parked in any Bureau Parking Facility. No vehicle shall gain access to such facility except by the use of a Photo ID Access Card. (The Photo ID Access Cards of personnel authorized to park in Bureau facilities will be programmed to allow access into the appropriate garage.)

Each person authorized to park in the McCormack Garage will be assigned either a reserved parking space on one of the two upper levels or an unreserved space available on the two lower levels on a "first come, first served" basis. If a person authorized to park in the McCormack Garage forgets his/her Photo ID Access Card, the driver must proceed to the Bureau's Security Office in Room 3 of the State House to secure assistance. If the Photo ID Access Card is lost, there is a \$20 replacement fee.

If no legal spaces are available in the McCormack Garage, the vehicle can choose to proceed to the lot at the corner of Merrimac and Staniford Streets adjacent to the Lindemann Building. The entrance to this lot is located on Staniford Street. A McCormack placard is considered valid ID for this lot.

The following applies to the Hurley Garage:

- Certain spaces are assigned to employees of the Department of Mental Health. These spaces are not reserved to specific individuals but are assigned to the agency. However, DMH-authorized in DMH-designated spaces must display Placards in their windshields at all times.
- All other spaces are reserved; vehicles must display Placards in their windshields.
- No Temporary Visitor Parking is available in the Hurley Garage.

## Citations & Towing

### PURPOSE

To ensure a safe and orderly parking facility for authorized personnel. To state the procedure for removing vehicles using Bureau Parking Facilities without proper authorization.

### POLICY

It is the policy of the Bureau of State Office Buildings to have vehicles that create a hazard to the facility or its occupants removed from Bureau Parking Facilities.

Further, the Bureau of State Office Buildings reserves the right to have any vehicle that does not have the proper credentials displayed, and/or cannot be properly identified as an authorized vehicle, removed without warning.

Such vehicles will be towed under Bureau supervision and at the owners' expense.

### PROCEDURE

Any person who fails to follow designated parking procedures may be issued a Parking Citation by the Massachusetts State Police.

Unacceptable parking procedures include:

- Parking in a space marked "No Parking" or "Fire Lane";
- Parking in a Handicapped Accessible Parking Space without RMV-issued HP plates or placard;
- Blocking access to a Handicapped Accessible Parking Space or other identified parking space;
- Blocking access to an entrance or exit, blocking a legally parked vehicle, or parking in or across more than one space;
- Not displaying a Placard or Rearview Mirror Hanging Tag clearly displayed on the dashboard;
- Parking in a space reserved for someone else, or
- Parking in an unauthorized facility.

Any vehicle receiving a Parking Citation will be subject to removal at the owner's expense. Unidentifiable vehicles may be towed without prior notice.

Violations may result in the suspension or forfeiture of parking privileges.

## Temporary Visitor Parking

### PURPOSE

To accommodate agencies and constitutional offices by providing limited Temporary Visitor Parking for persons needing to travel to the Government Center Complex to conduct business with agents of the Commonwealth of Massachusetts.

### POLICY

It is the policy of the Bureau of State Office Buildings to provide temporary parking whenever possible for the use of visitors of tenant agencies and constitutional offices. Arrangements for Temporary Visitor Parking must be made between the Bureau Parking Administrator and the Agency Liaison.

### PROCEDURE

All parking requests for Visitor parking must be received by the Bureau parking Administrator at least 24 hours in advance. Such requests must be in writing and must include the visitor's name, and the make, model and registration number of the visiting vehicle. Parking requests for Monday (in some cases Tuesday during holidays) should be submitted before 2:00 P.M. the previous Friday.

**Due to the limited number of parking spaces, some requests may not be authorized.**

Visitors who are authorized a Temporary Visitor Parking space in the Saltonstall Garage must follow the procedures below:

- Enter the Saltonstall Garage (100 Cambridge Street) located on Somerset Street and take a ticket from the dispenser at the entrance.
- Go to Room 107 in the McCormack Building with the parking ticket before 3:30 P.M. so that Bureau staff can validate the ticket.
- When finished for the day, go to the Saltonstall Garage parking cashier office (open 24/7) in 100 Cambridge Street building with the validated ticket.
- The cashier will take the validated ticket and issue the visiting party an exit ticket to be used at the gates of the Saltonstall Garage. There is a 10-minute grace period from the time the exit ticket is issued until the ticket must be used to exit the garage. If the exit ticket is not used within to 10-minutes grace period, the parking company will charge for extra parking of which the Bureau will not reimburse.

Lost Ticket: Please contract Bureau Security at 617-727-1100 prior to 4 P.M. if parking ticket is lost.

## **Loss of or Damage to Vehicles in Bureau Parking Facilities**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to assume NO responsibility for Loss of, or Damage to, vehicles parked in Bureau Parking Facilities. By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any such Loss or Damage.

### **PROCEDURE**

Although the Bureau assumes no responsibility, any incidents regarding the Loss of or Damage to a vehicle or its contents should be reported to the Director of Security. Claims may be forwarded to the Executive Office for Administration and Finance, Attention: Tort Claims, State House, Room 373, Boston, Massachusetts 02133. All claims should include the following language: "This letter serves as a notice of presentment as required by Massachusetts General Laws Chapter 258, Section 1 et seq."

## **Handicapped Accessible Parking**

### **POLICY**

It is the policy of the Bureau of State Office Buildings that requests by Agency Liaisons for Handicapped Accessible Parking Spaces be made in the same manner as requests for regular spaces as outlined in Handicap Accessible Parking Spaces are assigned from within an agency's allotted number of parking spaces, not in addition to the authorized number of spaces assigned.

### **PROCEDURE**

All parking spaces in Bureau garages, including Handicapped Accessible Parking Spaces, are assigned through Agency Liaisons. Agencies can meet their needs for handicapped parking in two ways.

Regulation Spaces. There are regulation Handicapped Accessible Parking Spaces in the McCormack Garage all of which are assigned according to a waiting list. Historically, these spaces have been assigned to employees with permanent disabilities with HP license plates on a "first come, first served" basis. Once the user leaves State service, the parking space reverts to the Bureau for reassignment to the next agency on the waiting list. An HP license plate or placard is required in order for a person to be considered for assignment to one of these Handicapped Accessible Parking Spaces

Non-Regulation Spaces (out of agency allocation). Regularly allocated spaces may be used by Agencies to meet their needs. These spaces are NOT regulation size.

It is the responsibility of each agency to determine the needs of its employees and assign the allocated spaces justly. If an agency needs a Handicapped Accessible Parking Space and is at its space allocation, that agency must reassess its parking allocations and make adjustments to accommodate the handicapped parking need using its own allotted spaces.

### **Access to the State House Garage**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to keep all doors locked which permit access to the building from the outside, including the loading dock, and State House Garage doors. It is the practice of the DCR Rangers to staff the State House Garage and Loading Dock entrance at all times. Admittance to the garage shall be by Photo ID Access Card only.

#### **PROCEDURE**

The Photo ID Access Cards issued to authorized users are programmed to open both the pedestrian door and the electronic overhead doors at the entrance to the garage. Therefore, authorized users have access to the garage 24 hours per day, 7 days per week.

The Senate President and the Speaker of the House shall designate and assign all spaces in the State House Garage to members of the General Court. Their offices hold the members responsible for the proper use of the Photo ID Access Cards issued to them. If a Photo ID Access Card is lost, there is a \$20 replacement fee. Authorized users should report any safety or security issues to the Park Rangers and should file Bureau incident reports for specific breaches of security.

### **Maintenance of Records of Photo ID Access Card Activity**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to maintain Photo ID Access Card activity records that are useful in sustaining and/or improving security and parking operations, such as lists of cardholders and a Transaction Log.

The Superintendent will release Photo ID Access Card activity records pursuant to state and federal laws.

#### **PROCEDURE**

Each time a Photo ID Access Card transaction is completed, information from that transaction is stored in the security/access system as a record. The stored records make up the Transaction Log. The Bureau maintains one week's worth of transactions; that is, at any given time, the Transaction Log contains records of all Photo ID Access Card activity from the preceding seven days.

## **Bicycle Parking**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to provide outdoor and/or indoor bicycle racks for the use of state employees who work in Bureau facilities. Bicycles shall not be ridden or walked through the lobbies/hallways of Bureau buildings or parked in any Office Space or Common Space, except where designated for bicycle parking.

### **PROCEDURE**

Employees should use the bicycle racks provided in the Plaza areas of the building or on the first level of the McCormack garage and State House garage. The Photo ID Access Cards of all employees who work in either the State House or the McCormack Building have been programmed to allow access to the garage through the pedestrian doors only.

## **Loading Docks**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to limit the Loading Dock Hours of Operation and to schedule all deliveries in advance. The Bureau also requires prior written authorization for contractors who wish to utilize the loading dock after hours. All contractor access, deliveries, and pick-ups are to be accomplished via the loading docks.

### **PROCEDURE**

The following are the designated hours of operation for Bureau loading docks:

State House Monday through Friday 8:00 A.M. - 5:00 P.M.

McCormack Monday through Friday 6:00 A.M. - 4:00 P.M.

Hurley Monday through Friday 7:00 A.M. - 5:00 P.M.

Lindemann Monday through Friday 8:00 A.M. - 4:00 P.M.

The hours of operation are posted at each loading dock. At time of entry all vendors, contact personnel, and delivery personnel must provide the following information: name, time in/out, company, destination and vehicle registration number. Personnel wishing to enter Bureau facilities unescorted must submit a government-issue Photo ID which will be held in return for a BSB-issue Contractor or Delivery ID. In addition, all persons and materials entering Bureau facilities are subject to search before entry.

All contractor access must be scheduled in advance. Contractors working in the State House and/or the McCormack Building shall be scheduled in advance using the webform found on the Bureau's web site [www.mass.gov/bsb](http://www.mass.gov/bsb). It shall be the responsibility of the respective Building Manager to review all contractor activity on a weekly basis. The Building Manager shall report

all infractions to the Bureau's Director of Security and file appropriate incident reports. No contractor shall be given access to the loading docks without producing a contractor work permit signed by the Superintendent.

All deliveries must be scheduled in advance. Deliveries to the State House and/or the McCormack Building shall be scheduled using the webform found on the Bureau's web site [www.mass.gov/bsb](http://www.mass.gov/bsb). Delivery trucks are generally limited to 30 minutes at a loading dock. Delivery and contractor personnel must shut off the engines of their vehicles, leave the keys with a security guard, and follow all instructions of the guard. If a company or individual repeatedly fails to follow procedures, that company will be given a warning. If problems persist, that company will be banned from Bureau facilities for at least thirty days.

When a contractor is working in the building after hours the contracting agency is responsible to provide escorts for all contractor personnel unless appropriate background checks have been completed. The Bureau may, at its discretion, require extra personnel, such as Bureau staff, private security through its contractor.

BSB POLICY 6-1 March 1999

### **Renovation/Modification of Office Space by Bureau Tenant Agencies**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings that any agency wishing to modify or renovate office space must notify and receive written approval from the Bureau on the Contractor Work Permit form prior to beginning any such projects.

#### **PROCEDURE**

Any Bureau tenant agency wishing to modify or renovate its office space shall notify the Bureau in advance through the permit application process. Permit forms are available from the Bureau's website or Operations Office located in Room 107 of the McCormack Building or in Room 1 of the State House. The notification shall include the scope of work, the hours during which work will be performed, and the names of the contractors performing the work. The agency shall also notify the Building Manager of any substantial Renovation project will require approval from the DCAM and the Bureau. Outside contractors hired by agencies to perform services must show written proof of Bureau approval. For major renovations the tenant, through BSB/DCAM, must obtain a building permit from the Department of Public Safety at 617-727-3200 and an electrical permit from the City of Boston at 617-735-5300.

The Bureau is not responsible for providing materials or labor for any Modification or Renovation of office space. Overtime costs for the use of Bureau employees for such purposes shall be paid by the agency receiving the services. (Chargeback)

#### **Terms and Conditions for Renovation or Modification of Office Space by outside vendors:**

1. All approved construction shall be performed in a professional manner using only first class materials. Quality control is the responsibility of the applicant and is subject to



review and inspection by BSB. The applicant shall redo or replace at its own expense any work not approved by BSB due to material or workmanship.

2. All work is to be performed in a manner that will cause a minimum of inconvenience to the facility's employees and the public.
3. The applicant shall not allow the accumulation of debris in or about the work site.

### **Construction and Renovation of Office Space by BSB**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings that any request for a construction or renovation project to be performed by the Bureau must be reviewed and approved by the Superintendent or First Deputy Superintendent through the online Work Order System. Certain Bureau services are reimbursable through an Agency Chargeback for Services.

#### **PROCEDURE**

The Work Order System (CAMIS) must be used for any modification or renovation, including masonry, locksmith, electrical, carpentry or painting work to be performed by Bureau trades staff. The only exceptions are for routine maintenance and emergencies. Where the cost of work is to be reimbursed to the Bureau, the Trades Manager will generate a quote for the cost of the project, which must be signed by the Agency Head. In this situation, no work shall be started until funds have been encumbered for payment by the agency.

Any problems that appear to be the result of abuse by a tenant agency or of vandalism will be reviewed individually to establish responsibility. All such cases shall be reported to the First Deputy Superintendent and to the Director of Security. An incident report shall be filed by the appropriate Bureau employee to ensure a clear and accurate account of the situation.

### **Community Team Use**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings that all work to be performed by the Community Team in the State House shall be scheduled by the Director of State House Operations and all work to be performed in other Bureau facilities shall be scheduled by the Deputy Superintendent for Operations.

#### **PROCEDURE**

All work to be performed by the Community Team shall be scheduled and prioritized by the State House Manager and the Deputy Superintendent of Operations. All work requests will be processed through their offices.

### **Signs**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to enhance the appearance of state office buildings by prohibiting the use of paper signs in Bureau facilities.

## **PROCEDURE**

### **McCORMACK**

The Bureau is responsible for placing informational signs in common areas, including lobbies and corridors. Signs required for individual office areas shall be the responsibility of the tenant agency. Paper signs are unacceptable in Bureau facilities except for temporary signs used while awaiting the production of permanent signs. All paper signs used shall be posted on bulletin boards following the procedures outlined in Bureau policies. Failure to adhere to this policy will result in the removal of the signs.

### **STATE HOUSE AND HURLEY-LINDEMANN**

No paper, cardboard, wooden, etc signs shall be allowed in the State House. Any temporary paper signs must be posted following Bureau POLICY 2-1. Failure to adhere to this policy will result in the removal of the signs.

## **ADA COMPLIANCE**

Bureau signs shall conform to ADA requirements. Signs not conforming to ADA standards will be replaced as time and materials permit.

## **Bureau Conference Rooms**

## **POLICY**

It is the policy of the Bureau of State Office Buildings that requests to reserve the use of Bureau Conference Rooms must be made by completing a Conference Room Application Form located on the Bureau's website. The user agency shall be responsible for leaving the room in a reasonable state of cleanliness, disposing of trash in receptacles and removing signs, decorations, fasteners and tape.

## **PROCEDURE**

Only state entities may reserve Bureau Conference Rooms. An agency wishing to reserve a conference room in the McCormack Building may do so by completing a Conference Room Application Form no later than 1:00 PM on the Friday preceding the date requested. The applicant must provide the name and telephone number of the agency contact and the number of participants expected. The Bureau's Operations Office produces conference room schedules by 1:00 PM on Fridays. These schedules are posted by 7:00A.M. the following Monday on the lobby bulletin boards in the State House and McCormack Building, outside each conference location, and in the Superintendent's Office.

Reservations are accepted on a "first come, first served" basis determined by the time of receipt of the completed Application Form. The Bureau reserves the right to move an agency's meeting from one conference room to another. If an agency is moved, every effort will be made to provide early notification. Cancellations may be telephoned but must be followed up in writing.

It is the responsibility of the Bureau to provide routine maintenance to all conference rooms. All rooms will be cleaned and prepared each morning for that day. During the course of the day, it is the responsibility of the parties using the rooms to maintain their cleanliness. The Bureau will provide labor to those who find the rooms unacceptable.

There may be chargebacks immediately issued to any agency that leaves a conference room with vandalized equipment or other damages.

All postings for meetings must comply with Bureau POLICIES 9-1 and 2-1.

State House rooms are reserved in accordance with the Events Policy (BSB Policy 1-2).

## **Recycling**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to provide means for tenants to recycle. The Bureau encourages all tenant agencies to collect all paper materials Recyclable Material for pick-up by the recycling contractor.

### **PROCEDURE**

All agencies are encouraged to recycle office waste using the desk-side receptacles that have been provided.

## **After-Hours Energy Consumption**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to provide a comfortable working environment during Regular Working Hours. The Bureau reserves the right to charge back agencies for all off-hour operating costs. Due to the high cost of providing utility service during off-hours, the Bureau does not encourage selective after-hours usage.

### **PROCEDURE**

An agency wishing to continue its utility service after established regular working hours or on weekends, must submit its request to the Bureau in advance. The Bureau will provide the requested services and, at the discretion of the Superintendent, may impose a Utility Chargeback Fee to the agency requesting the services. Weekend usage will be charged back with an additional three hours added to account for the additional time required to bring the building to a comfortable temperature.

### **McCORMACK BUILDING**

Because it is not possible to heat or cool just one area of a high rise, it is necessary to provide heating or cooling to half the building. Therefore, the charge to the agency for heat or A/C after-hours reflects the cost of heating or cooling of half the building. If more than one agency within the same zone requests after-hour utilities, the costs will be equally divided.

### **ERICH LINDEMANN CENTER**

The Bureau provides heating and cooling twenty-four hours per day.

### **CHARLES F. HURLEY BUILDING**

The procedure is the same as for the McCormack Building.

### **STATE HOUSE**

The Bureau will be able to provide zone heating for the State House. Heating one area of this building can now be accomplished without heating or cooling the entire building. [The Utility Chargeback Fee policy does not apply when the Legislature is in session.]

Under certain circumstances, the Utility Chargeback Fee may be waived by the Superintendent.

## **Fire and Emergency Response Plans**

### **POLICY**

It is the policy of the Bureau of State Office Buildings that Bureau buildings have a detailed Occupant Emergency Plan, which shall include the maintenance of a network of Emergency Team Leaders from every agency and work area. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. In addition, they appoint agency personnel to various Evacuation Team positions, assist the Bureau with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies. Bureau staff shall meet routinely with Emergency Team Leaders.

### **PROCEDURE**

It shall be the responsibility of all Emergency Team Leaders to be familiar with the Occupant Emergency Plan and keep current records of all personnel with disabilities. All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in State Government or transfers to another location, it is the agency's responsibility to inform the Bureau of his or her departure.

## **Safety and Security**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to provide a safe and secure working environment for employees of all Bureau tenant agencies. The Director of Security is available to assist agencies seeking advice on security-related issues. Any security system procured by a tenant agency becomes the sole responsibility of that agency.

### **PROCEDURE**

The Bureau works with the following agencies/companies to maintain secure facilities:

- State Police
- Park Rangers
- Private Security Firm
- State Fire Marshal
- Boston Fire Department
- Life Safety Systems Contractor
- House and Senate Business Reps

The following are not permitted inside Bureau facilities:

- Dangerous Weapons. Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside Bureau buildings.
- Cutting Christmas trees, wreaths etc.
- Open flames
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters. The Superintendent, at his discretion, may grant a waiver of this section. Agency Liaisons should submit requests in writing to the Superintendent.

## **Building Access**

### **POLICY**

It is the policy of the Bureau of State Office Buildings that buildings shall be kept open and shall be accessible throughout the established working hours to building tenants.

The Bureau recognizes its obligation to meet the needs of those with disabilities. The Bureau will comply with all state laws requiring handicapped accessibility and have a goal of complying with all components of the ADA.

## **PROCEDURE**

**STATE HOUSE** - The State House is open to the public, Monday through Friday, from 8 A.M. to 6 P.M. and at any time when the legislature is in session. However, the State House will close to visitors immediately upon adjournment.

Access is allowed 24 hours per day, seven days per week for authorized employees and elected officials, through the use of electronic key cards, or upon request at the Hooker Entrance. The DCR Rangers are on duty at the State House at all times. The State Police are available to respond to the State House 24 hours per day, 7 days per week.

**LINDEMANN CENTER-HURLEY BUILDING** - The Lindemann Center and Hurley Building are open to the public from 8:30 A.M. to 5:00 P.M., Monday through Friday. The access times to these buildings for employees are at the discretion of their respective tenant agencies.

**McCORMACK BUILDING** - This John W. McCormack Building is open to the public from 8:00 A.M. to 6:00 P.M., Monday through Friday. The only off-hour access to this building shall be to authorized employees who have valid Photo ID Access Cards. The State Police are available to response to this building 24 hours per day, 7 days per week.

### **Agency Office Access**

## **POLICY**

It is the policy of the Bureau of State Office Buildings to maintain access to all tenant agencies in case of emergency.

## **PROCEDURE**

All Bureau tenant agencies shall supply the Bureau with a key for access to their office areas to ensure quick response to fire, leaking water or personal safety of any agency employee.

An agency may request a waiver of this requirement if a good reason can be provided. The Agency Head of any agency desiring a waiver must submit its request, with reasons, in writing to the Superintendent for approval. If the waiver is granted, the agency must provide the name and a 24-hour phone number for a person authorized to provide access to the Bureau at any time in case of an emergency.

The Agency may be required to sign off on any damage necessitated in the event that BFD has to take down a door before agency personnel can provide access.

## **Bomb Threats/Scares in Bureau Buildings**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to follow General Order SOC-02 of the Department of the State Police in the event of a bomb threat or bomb scare. As the State Police are properly trained and best suited to handle such matters, the Superintendent or his designee will consult with the State Police Officer in Charge during a bomb threat/scare situation. At all times safety is of paramount concern.

### **PROCEDURE**

In the event a tenant agency receives a threatening call, note or letter, the MA State Police should be contacted immediately at **617-727-2917**. The State Police will respond immediately and also contact the Superintendent's Office at which point a determination on evacuation will be made. All agency staff are advised to follow the building's Occupant Emergency Plan.

In the event a tenant agency notices a suspicious package or device, staff is advised to leave the area in question and call the State Police.

In either of these situations, the following safety reminders should be considered:

- Never touch or move any suspicious looking devices.
- Do not turn any electrical devices on or off.
- Always provide the State Police with as much information as possible.
- Do not adjust any appliance controls.
- Follow all instructions from the State Police.

## **Office Lock-Outs**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to accommodate tenants who lock themselves out of their offices, if and only if there is capable Bureau staff on duty.

### **PROCEDURE**

The Bureau will assist a tenant who is locked out of his/her office if the following conditions are met:

- There is staff on duty in the building of the request. The Bureau will not pay staff overtime or request an employee to return to work to unlock an agency door.

- The employee presents an employee identification card to the Bureau staff member. The Bureau will not unlock a door, until it is determined that the person belongs in that area.
- The employee acknowledges in writing that authorization was given to open the agency's door.

If an outside locksmith is called, it will be at the calling agency's expense and must first be approved by the Director of State House Operations or the Deputy Superintendent for Operations.

## **Photo ID Access Cards**

### **POLICY**

Photo ID Access Cards are issued through the Bureau of State Office Building's Security Office to all state employees working in Bureau facilities and full-time contract employees assigned to Bureau facilities. One card is issued to each employee and is not transferable. Photo ID Access Cards are authorized for use only by the employee named and pictured on the card. Photo ID Access Cards are not issued to temporary employees, interns, vendors or contractors except under circumstances where it is deemed necessary by the Superintendent or Director of Security.

Contractor badges, available at the loading dock entrance during business hours and in Room 109 of the McCormack Building during non-business hours, are issued to approved contractors, vendors, and delivery personnel on a daily basis in return for driver's license or other official photo ID.

Photo ID Access Cards remain the property of the Bureau and must be surrendered when an employee terminates his/her employment with the Commonwealth. The Bureau will assess a \$20 replacement fee for lost Photo ID Access Cards.

### **PROCEDURES**

#### **To Obtain an Original Photo ID Access Card:**

1. Obtain a Photo ID application form from your agency liaison.
2. Complete the form, making sure that your name is exactly as it appears on your paycheck. Be sure to indicate whether the application is for a new card, or for a name change or agency transfer.
3. Have the form signed by your agency liaison.
4. Photographs are taken in SH Room 13. Completed Photo ID cards will be forwarded to agency liaisons only. Individuals may not pick-up their own cards. It is the responsibility of the agency liaison, upon receipt of an employee's access card, to verify that the employee is employed by his/her department and to issue the card to the employee, or return it to BSB.
5. Lost cards must be reported to the Bureau Security Office immediately so they can be removed from the system.
6. When an employee terminates state employment the agency is responsible to retrieve the photo ID access card and return it to BSB as soon as possible.



### To Obtain a Replacement Photo ID Access Card:

1. Obtain a Photo ID application form from the BSB website [www.mass.gov/bsb/forms.htm](http://www.mass.gov/bsb/forms.htm) or from the Security Office in SH Room 13. Complete the form, making sure that your name is exactly as it appears on your paycheck. Be sure to indicate that the application is for a replacement card. Have the form signed by your agency liaison.
2. Submit the form to the Security Office in Room 13 of the State House, along with a \$20 check or money made payable to the Commonwealth of Massachusetts.
3. It may not be necessary to take a new photograph. The employee's new card will be forwarded to the Agency Liaison only.
4. If the employee finds his/her photo ID card after receiving the replacement card, the original card must be returned to the Bureau Security Office. The fee is non-refundable.
5. If the photo ID card is returned to the Bureau prior to being reported lost, the Director of Security will contact the agency liaison to establish that the card is valid and to arrange for its return to the employee.

### Access by Employees

McCormack Building Access: Employees must use the card readers/turnstiles in the lobby of the McCormack to enter the building during business hours. Employees may not gain access by showing the card to the security officer to bypass the turnstiles. Employees who do not have their Photo ID Access Cards, or do not have working Photo ID Access cards, must be screened at the security checkpoint located in the lobby.

Off-Hours McCormack Building Access: During off-hours (daily 6:00 PM to 8:00 AM, weekends and holidays) employees must use the card readers located on the Handicapped Accessible Door located near the McCormack Building Garage Entrance. No person will be admitted to the buildings during off-hours without a Photo ID Access Card.

- Photo ID Access Cards must be displayed during off-hours.
- Unfamiliar or suspicious persons without a Photo ID Access Card should be reported to the State Police at **617 727-2917** and should not be permitted to follow an authorized card holder into the building
- Not all Photo ID Access Cards allow access through all controlled points.
- Photo ID Access Cards are for use only by the person assigned the card. They are not transferrable or for use by multiple individuals.

### Access by Visitors

All Visitors and their belongings must be screened at the security checkpoints located in the lobbies of the McCormack, State House at all times. After-hours visitors must be vouched for and escorted by a state employee with proper credentials at all times.

## **Security Checkpoints**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to provide a safe and secure working environment for employees within Bureau facilities, through the prohibition of carriage of weapons or other dangerous items inside BSB facilities. X-ray and metal detection equipment is employed at the entrances to the John W. McCormack Building, the Massachusetts State House and the Charles F. Hurley Building, to screen those entering the facilities to prevent the unauthorized conveyance of dangerous weapons into the facilities.

### **PROCEDURE**

The Bureau's Director of Security works with the following agencies/companies to maintain secure facilities:

- Massachusetts State Police
- Department of Conservation and Recreation Park Rangers
- Executive Office of Public Safety
- Private Security Firm
- State Fire Marshal
- Boston Fire Department
- Fire Detection and Alarm Contractor
- Division of Employment and Training
- Department of Mental Health
- Joint Committee on Rules of the Legislature

The following are not permitted inside Bureau facilities by anyone other than a sworn police officer of the Commonwealth of Massachusetts or its entities or federal law enforcement officers:

- Firearms of any kind
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff.

All visitors, (e.g. anyone who is not a state employee or is not in possession of a State Employee Identification Card) must submit to screening at a security checkpoint before entering the facility. Any visitor refusing to submit to screening will not be allowed entrance to the facilities. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in a Bureau facility.

## **FIREARMS:**

**Only sworn law enforcement** personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in a BSB facility. Those authorized officers must present valid agency identification to the State Trooper or Park Ranger assigned to the building entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility.

PLEASE NOTE: **Sworn officers** who are entering any Bureau facility for the purpose of participating in an adversarial proceeding **must surrender all weapons to the State Police** at the McCormack Building prior to the proceeding. Weapons will be secured in a gun locker maintained by the State Police for the duration of the officer's attendance at the hearing.

**Visitors are not permitted** in BSB facilities with firearms. Visitors **will not** be provided with secure storage areas for firearms on BSB property. Visitors entering BSB with declared firearms will be denied entry and advised to secure those firearms elsewhere and return unarmed.

## **OTHER WEAPONS:**

Visitors in possession of a weapon must declare the weapon to the Massachusetts State Police Officer, DCR Ranger, DMH Police Officer or BSB Security Officer on duty at the entry point of the State House, McCormack Building, Hurley Building, and/or Lindemann Center prior to entering. **Visitors are not permitted** in BSB facilities with weapons (as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws). Visitors will not be provided with secure storage areas for weapons on BSB property. Visitors attempting to enter BSB facilities with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

## **OTHER DANGEROUS ITEMS:**

The Massachusetts State Police, DCR Rangers, Department of Mental Health Police and BSB Security Officers have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into BSB facilities. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner upon exiting the facility. Neither BSB, nor any of its security personnel, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy.

The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of

firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of BSB facilities and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.

### **Bureau Production of Keys**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to limit the number of office keys in circulation to enhance security.

#### **PROCEDURE**

It is the responsibility of the Bureau to provide locks and keys for all agency access doors. It shall be the Bureau's procedure to limit the number of keys to each agency to three. In cases where an office space is shared by multiple Agency Heads, Senators or Representatives, the Bureau will produce one key for each. Any additional keys shall be made at the expense of the agency. The agency may order keys directly from the Bureau or use outside sources, with the prior approval of the Superintendent.

### **Flag Policy for Bureau Buildings**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings to comply with the provisions of the Flag Code and of M.G.L. Chapter 2, sections 5, 6, and 6A and M.G.L. Chapter 264, sections 5 through 8 when flying flags on/at Bureau facilities.

#### **PROCEDURE**

- Flags should be raised briskly and lowered ceremoniously.
- Flags should be displayed daily on or near all Bureau buildings.
- While it is the universal custom to display flags only from sunrise to sunset, the flags may be displayed twenty-four hours a day if properly illuminated during the hours of darkness.
- Flags should not be displayed on days when the weather is inclement, except when an all weather flag is utilized.

#### **Particular Days of Display:**

- New Year's Day (January 1)
- Inauguration Day (January 20)
- Lincoln's Birthday (February 12)

- Washington's Birthday (Third Monday in February)
- Easter Sunday (Variable)
- Mother's Day (Second Sunday in May)
- Armed Forces Day (Third Saturday in May)
- Memorial Day [Half-staff until Noon] (Last Monday in May)
- Flag Day (June 14)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Constitution Day (September 17)
- Columbus Day (Second Monday in October)
- Navy Day (October 27)
- Veterans Day (November 11)
- Thanksgiving Day (Fourth Thursday in November)
- Christmas Day (December 25)
- Such other days as may be proclaimed by the President of the United States;
- Such other days as may be proclaimed by the Governor
- The birthdays of States (dates of admission); and
- State holidays

### **Flying of Flags at Half-Staff**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings, as representing the Governor of the Commonwealth, and the official policies, opinions, and sympathies of the government of the Commonwealth, to adhere to both the Flag Code and the Massachusetts General Laws (Chapter 2, section 6A) with respect to flying flags at Half-staff at buildings under its jurisdiction. This is not to say that individuals or causes not specifically cited in either the Flag Code or the M.G.L. cannot be honored by the lowering of the flags at state buildings, but only that such lowering should not exceed the ordinary periods prescribed by law and custom for individuals or causes of comparable rank.

It is the policy of the Bureau of State Office Buildings to fly flags at Half-staff at the buildings under its jurisdiction only in recognition or sympathy for individuals or causes that affect the whole of the Commonwealth. The recognition or sympathies of counties, cities, towns, schools, universities, or any other public or corporate entity can be signified by the chief executive officers of those entities by lowering the flags on any building or properties under their jurisdiction.

In determining whether the flags should be lowered in individual cases, apart from those federal and state officers listed in the Flag Code and the M.G.L., service is given more weight than sympathy. Death in the line of duty is given more weight than death of an elected official or public employee through circumstances unrelated to their official position or duties.

In all cases deemed appropriate to fly the flags at Half-staff, no distinction shall be made between the flags of the United States and that of the Commonwealth. They will be treated in the same manner.

## **PROCEDURE**

The decision to fly flags at Half-staff falls to the chief executive officer of any jurisdiction, public or private. Most situations are governed by the Flag Code or Massachusetts law and only require implementation, which is the responsibility of the Superintendent. In situations not covered by the Flag Code or Massachusetts law, the decision ultimately rests with the Governor, but is normally made and carried out by the Superintendent.

No distinction is made between lowering of the United States Flag and the Massachusetts State Flag. The following list, compiled from the Flag Code and M.G.L Chapter 2, section 6A, sets forth the duration flags should remain at Half-staff, for specific individuals, at all (except as specified) Massachusetts state-owned or state-controlled buildings:

### 30 days from day of death (return to Full-Staff the morning of the 31st day)

- President of the United States
- Former President of the United States
- Governor of the Commonwealth
- Former Governor of the Commonwealth

### 10 days from day of death (return to Full-Staff the morning of the 11th day)

- Vice President of the United States
- Chief Justice of the United States
- Retired Chief Justice of the United States
- Speaker of the United States House of Representatives

### Day of death until sunset on the day of interment

- Associate Justice of the Supreme Court
- Member of the Cabinet
- Former Vice President of the United States
- Secretary of the Army, Navy, or Air Force
- Lieutenant Governor of the Commonwealth
- Secretary of the Commonwealth
- Treasurer and Receiver-General of the Commonwealth
- Attorney General of the Commonwealth
- Auditor of the Commonwealth
- United States Senator from the Commonwealth
- Representative in Congress from the Commonwealth (All Bureau buildings and state buildings in the district)
- State Senator or Representative (All Bureau buildings and state buildings in the district)

- Other elected officials, former elected officials, or other persons as designated by the Governor

The Governor may elect to fly flags at Half-staff as a sign of respect or sympathy for persons or causes other than those listed in the Flag Code or the M.G.L., so long as the period of lowering is consistent with the intent of the Code and Laws.

In the event that more than one death or other cause occur at the same time, the period of the flags being lowered will not exceed the normal endpoint of the longest of the overlapping periods. The periods are not added together.

In the event that the flag of a foreign nation or any other state or organization is requested to be flown during a period when the United States and Massachusetts flags are at Half-staff, those flags must also be flown at Half-staff.

### **Flying of Foreign Flags on Bureau Buildings**

#### **POLICY**

It is the policy of the Bureau of State Office Buildings that Foreign Flags shall not be flown over Bureau facilities, with the following exceptions:

- When a foreign dignitary visits the Governor and the Governor orders the flag of the guest's country to be displayed.
- When an international event recognizing several foreign countries (such as World Cup Soccer) is held in the Commonwealth – and the Governor issues a proclamation authorizing the display of the flag of the country of which such guest is a citizen.
- When a citizen of a foreign country is the guest of the United States Government or the government of the Commonwealth and the Governor issues a proclamation authorizing the display of the flag of the country of which such guest is a citizen.

Flags of foreign nations may be displayed inside the State House and other Bureau facilities with the approval of the Superintendent. Flags of other states, commonwealths or municipalities shall not be flown outside Bureau facilities but may be displayed indoors.

If a Foreign Flag is flown at the State House, it shall be flown in accordance with the United States Flag Code.

#### **PROCEDURE**

Any person wishing to have a Foreign Flag displayed at or in a Bureau facility must make a request in writing to the Superintendent 30 days prior to the event.

## **Flying of POW/MIA Flags**

### **POLICY**

It is the policy of the Bureau of State Office Buildings that the POW/MIA Flag will be displayed on the same halyard as the United States Flag in a position below it.

### **PROCEDURE**

The flag of the United States shall be flown at the peak of its halyard with the POW/MIA Flag flown beneath it.

## **Lost and Found Center**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to collect lost items and store them in a location where they may be claimed by their owners. Any item unclaimed after 3 months from the date it is found will be discarded or donated to charity.

### **PROCEDURE**

To report Lost Property, call 617-727-1100. Any item reported lost will be logged into the "Lost Log" located in the Lost and Found Center.

Items found in any Government Center Bureau facility will be brought to the Lost and Found Center, logged into the "Found Log" and stored.

A maximum of three attempts will be made to contact the owner of identifiable items. Any item still unclaimed after 3 months from the date it is found will be discarded or donated to charity.

When more than \$5.00 in cash, checkbooks, credit cards or other items of value are found, the BSB Director of Security will be notified.

## **Wheelchair Availability in the State House and McCormack Building**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to make the State House and McCormack Building more accessible to customers with disabilities by providing wheelchairs for use in these facilities.

### **PROCEDURE**

The Bureau has four wheelchairs available in Room 115 of the State House and one in Room 107 of the McCormack Building for use by customers. A customer who wishes to borrow a



wheelchair may make such a request in person in the appropriate location or may telephone ahead of time to reserve the wheelchair. For use in the State House or use in the McCormack Building, the phone number is (617) 727-1100.

A license or other form of picture identification will be held in the Operations Office during the time the wheelchair is in the customer's possession. The customer may not remove the wheelchair from the premises. The customer's identification may be collected at the time the wheelchair is returned.

This service is provided for the convenience of customers and is not required under ADA. Wheelchairs will be distributed on a first-come/ first-served basis and are not guaranteed to be available to any customer without prior reservations.

## **Pest Control**

### **POLICY**

It is the policy of the Bureau to ensure that all Office Spaces and Common Spaces are free of pests by educating its contractors and customers, following IPM procedures in accordance with Executive Order 403, and successfully managing its pest control contract; and to adopt and implement Executive Order No. 403, entitled INTEGRATED PEST MANAGEMENT FOR MASSACHUSETTS STATE AGENCIES.

### **PROCEDURE**

Success in managing pests depends upon a collaborative effort of Bureau management and building staff, contractors working in the buildings, food service personnel, the pest control contractor, and customers working in various agencies. Recognizing that Integrated Pest Management is the basis for pest control, Bureau procedures include: education; minimizing sources of food, water, and access; and requiring a prompt pro-active response to complaints by Bureau staff and the Pest Control Contractor.

Bureau Management responsibilities to make customers more aware include:

- Educating Bureau customer agencies and employees of their responsibility to eliminate food sources that attract and sustain insects and rodents in the workplace;
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace;
- Educating personnel responsible for refuse management and recycling of their responsibilities to keep containers, and container areas scrupulously clean, and to ensure consistent and regular removal and disposal;
- Educating building tenants of their responsibilities to:
  1. Provide organizational sanitation by eliminating excess paper;
  2. Recycle paper and boxes for prompt removal;
  3. Store materials off of the floor and away from walls; and
  4. Maintain closets and files with minimal clutter.

Customer responsibilities include the following preventive measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests;
- Keeping individual workstations clean;
- Rinsing and storing all soda cans and bottles in appropriate containers for recycling;
- Removing recycled cans and bottles from offices daily;
- Providing and using plastic or metal containers with tight-fitting lids for the storage of organic material that agencies have a special need to retain;
- Reporting any pest problems or conditions conducive to pest problems to the Bureau for all state office buildings dial 617-727-1100.

Preventive measures by Bureau staff include:

- Ensuring that all openings in walls and floors are covered.
- Requiring that garage doors in Bureau facilities be closed after hours and as much as possible during working hours.
- Ensuring that the cleaning contractors steam wash loading dock compactors twice per month and wash and disinfect the areas around these areas twice per month or more frequently.
- Ensuring that the Bureau's mechanical contractor promptly repairs all leaks in water fountains, restroom plumbing, internal drains, or induction units that can sustain existence for insects and pests;
- Contracting with pest control experts who work in areas designated by the Bureau and visit each Bureau facility three times per week;
- Making available IPM information such as the "Integrated Pest Management Kit for Building Managers" to building, maintenance, and service contract personnel.

Bureau Actions in response to complaints include:

- Maintaining written records to track problems and prevent recurrences;
- Evaluating the results of all pest management actions.
- Customer Follow-up

## **Nursing Mother's Rooms**

### **POLICY**

It is the policy of the Bureau of State Office Buildings to help nursing working mothers easily and conveniently make the transition back to work.

### **PROCEDURES**

To ensure that only state employees have access to the rooms, all users will be required to have an application on file with the contact person. All applications must be kept current. The Mother's Rooms are located on the 5<sup>th</sup> floor of the State House and the 12<sup>th</sup> Floor of the McCormack Building. Each room offers a pleasant, carpeted sitting area, sink, refrigerator, anti-bacterial soap, paper towels and a bulletin board for information sharing and can be locked from the inside to ensure privacy.

There is a contact person for each building's Mother's Room for oversight of scheduling, cleaning and maintenance issues.

The current contact persons are

McCormack Building, 617 -727-1100 extension 24110

State House, 617-727-1100 extension 35522

The Bureau welcomes comments from all users of the room. Those individuals with special needs or suggestions are urged to email [CustomerService@bsb.state.ma.us](mailto:CustomerService@bsb.state.ma.us).

APPENDIX A

MASSACHUSETTS GENERAL LAWS, CHAPTER 8

STATE SUPERINTENDENT OF BUILDINGS, AND STATE HOUSE

<http://www.state.ma.us/legis/laws/mgl/gl-8-toc.htm>

MASSACHUSETTS GENERAL LAWS, CHAPTER 270, Sec. 22

SMOKING IN PUBLIC PLACES

<http://www.state.ma.us/legis/laws/mgl/270-22.htm>

EXECUTIVE ORDER 403

INTEGRATED PEST MANAGEMENT FOR MASSACHUSETTS STATE AGENCIES



ARGEO PAUL CELLUCCI  
GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE DEPARTMENT

STATE HOUSE • BOSTON 02133

(617) 727-3600

BY HIS EXCELLENCY

ARGEO PAUL CELLUCCI  
GOVERNOR

EXECUTIVE ORDER NO. 403

INTEGRATED PEST MANAGEMENT  
FOR MASSACHUSETTS STATE AGENCIES

WHEREAS, the Commonwealth is committed to leadership in advancing practices that protect public health and environmental quality; and

WHEREAS, Executive Order No. 350 directs all state agencies to take measures to prevent pollution and conserve natural resources; and

WHEREAS, chemical pesticides may pose a threat to public health and the environment; and

WHEREAS, Integrated Pest Management is an ecologically based approach to pest management, which minimizes reliance on chemical pesticides and prevents pest problems in the most environmentally protective manner;

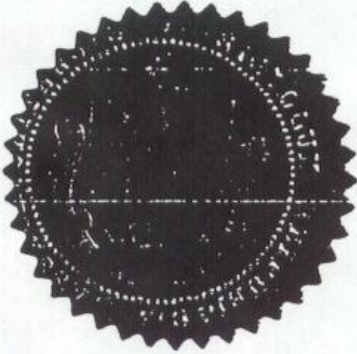
NOW, THEREFORE, I, Argeo Paul Cellucci, Governor of the Commonwealth of Massachusetts, by virtue of the authority vested in me as Supreme Executive Magistrate, do hereby order as follows:

Section 1. All state agencies shall adopt and implement Integrated Pest Management (IPM) programs in all facilities owned or managed by the Commonwealth.

Section 2. By June 30, 1998, the Division of Operational Services, the Executive Office of Environmental Affairs, and the Department of Food and Agriculture shall jointly develop a Master Service Agreement (MSA) establishing (i) a list of qualified vendors to service facilities within the context of an IPM program, and (ii) mandatory procedures and policies consistent with an IPM program.

Section 3. Immediately upon the expiration of any previously existing pest management contracts, and in any event not later than June 30, 2001, agencies shall initiate IPM programs consistent with the policies and procedures established in the MSA in all facilities under their jurisdiction.

Section 4. By April 30, 1998, the Secretary of Environmental Affairs shall appoint an advisory committee to review the progress of the Commonwealth's IPM program. The committee shall include one industry representative knowledgeable in the field of IPM, one representative from the environmental community, and one state agency or facility manager.



*William Francis Galvin*

William Francis Galvin  
Secretary of the Commonwealth

Given at the Executive Chamber in  
Boston this 22<sup>nd</sup> day of April in the  
year one thousand nine hundred and  
ninety-eight.

*Argeo Paul Cellucci*  
Argeo Paul Cellucci  
Governor  
*Adm. Sec.*

GOD SAVE THE COMMONWEALTH OF MASSACHUSETTS